**SHAKTI (PRIYA) KUMAR**

|  |
| --- |
| ***Personal Details*** |

Nationality: Indian

Visa Status: Australian PR

Gender: Female

Current Location: Singapore (Lived in ACT for 2 years, got plans to come back to Sydney or Melbourne year End of 2020 for good due to family relocation)

Phone: Singapore – 6591906245, Australia – 0251103139

Whatsapp: 65-91906245, 0477429529

Email: s\_shaktii@yahoo.co.in

|  |
| --- |
| ***Experience Summary*** |

* Approx.**12 years of rich experience in writing technical documents, including both software and engineering user manuals, video and web content, presentations, tutorials, API documentation and other developer documentation**.
* Passion towards to **APIs** and **developer documentation** drives me to learn programming languages such as JavaScript, python and datasets like JSON & xml not to become a programmer, but to understand developers better which helps me to contrive quality comprehendible content and progress my career as DevRel.
* Experience with Markdown, HTML and CSS as well as source control software such as GitHub.
* Exposure to varied domain expertise such as Architecture, wireless communication, healthcare, engineering and banking environment.
* Excel at coordinating with SMEs to collect information, research into the weeds technically, but do not let that distract me from achieving end goals, analyse and write content that are concise and user friendly.
* Revising the Staged content to ensure agreement with grammar rules, format and style, accuracy, coherence and integrity of content.
* Gathering and analysing feedback from critical customer meetings & inquiries to identify potential areas of documentation improvement.

|  |
| --- |
| ***Qualification Summary*** |

* Post-Graduation in Information Studies at Nanyang Technological University, Singapore.
* Graduated in Engineering (Electronics & Instrumentation)

|  |
| --- |
| ***Technical Expertise*** |

|  |  |
| --- | --- |
| **Skills & Tools** | |
| **API documentation** | **Swagger** & **Postman** to author and test **RESTful** Api’s along with handcrafted authoring to create a holistic developer documentation output. |
| **Developer documentation** | Getting started guides, API Overview tutorials for Web RESTful API & other types of APIs. |
| Authoring Tools | **HTML** & **Markdown**, **ReStructured Text**, DITA XML (xmetal, Oxygenxml & Arbortext Editor), Microsoft office, Microsoft Visio and Adobe FrameMaker – Structured and unstructured, Robohelp X5. |
| Collaborative Tools/Version/ Content Management Systems | GitHub, Documentum, Microsoft Visual SourceSafe, Wiki, Trisoft & SharePoint.  (Git Desktop Client – SourceTree) |
| Source Code Editors | Comfortable with VSCode & Sublime Text 3. |
| Graphic/UIs/Video Tools | Snag IT, Draw.io & Camtasia studio. |
| Languages | C, C++, Python |
| Datasets | **JSON, XML** |
| Engineering platforms | MATLAB, Lab VIEW |
| Web Design Tools | Adobe Photoshop, **HTML**, **CSS**, Video studio Pro by coral. |
| Database | MySQL |
| Software Testing tools | Postman, WinRunner, LoadRunner |
| Methodology | Agile environment using Jira software. |
| Style Guides | Microsoft Manual of Style & Autodesk inhouse SG. |

|  |
| --- |
| ***Certifications*** |

* Certification in Business Requirements Engineering (Business Analysis). BCS logo
* Certification in Software Technical Writing.
* Certification in Software Testing.
* Certification in C and C++ Programming Languages.

|  |  |  |  |
| --- | --- | --- | --- |
| ***Career Summary*** | | | |
| **Organization** | **Designation** | **From date** | **To date** |
| **Autodesk** | **Content Designer** | **Feb 2020** | **Present** |
| Visa Worldwide | Technical content developer | Jun 2017 | Dec 2017 |
| NTU | Part time Content Analyst | Dec 2016 | Jan 2018 |
| Corp Solutions | Freelance Technical writer | Sep 2012 | June 2018 |
| PH Hydraulics & Engineering Pte Ltd | Technical writer | Feb 2012 | Aug 2012 |
| Pteris Global Limited | Technical writer/Research Engineer | Oct 2010 | Jan 2012 |
| Integratech Pte Ltd (Singapore) | Technical writer | Aug 2007 | Jul 2008 |
| ISOFT R&D Pvt Ltd (Later Acquired by CSC) | Associate Technical Writer | Oct 2005 | Jun 2006 |
| K9 Technologies deputed to Airbee wireless research center | Technical Writer | Apr 2005 | Oct 2005 |
| Sutherland Global Services Pte Ltd | Help Desk Engineer | Nov 2004 | Mar 2005 |

|  |  |  |  |
| --- | --- | --- | --- |
| ***Educational Summary*** | | |  |
| **Qualification** | **University** | **Year** | **Subject** |
| Master in Science | Nanyang Technological University (NTU) | 2014 to 2016 | Information Studies |
| Bachelor of Engineering (B.E) | Annamalai University | 2003 | Electronics & Instrumentation |

|  |  |
| --- | --- |
| **Company** | **Visa Inc.** |
| **Title** | Technical Writer |
| **Period** | July 2017 to Dec 2017 |
| **Roles & Responsibilities** | * Writing, editing, and maintaining System Runbooks, User Guides and Instruction Manuals. * Content Analysis for new content creation and drafting from scratch for new product VROL DPS. |
| **Project Highlights** | * Maintained Runbook updates precisely. * Successfully completed DPS guide for publishing. * Collaborated for DITA XML migration from existing structure. * Utilized xml authoring tools successfully for all my authoring projects. |

|  |  |
| --- | --- |
| **Company** | **Corp Solutions** |
| **Title** | Technical Writer |
| **Period** | Sep 2012 to Jun 2018 |
| **Roles & Responsibilities** | * Writing, editing, and maintaining proposals, policies and procedures, technical reports, online content, e-learning tutorials, end-user software and hardware manuals, operator manuals, training guides, online help, technical & functional specifications, installation guides, articles, blogs, newsletters. * Updating website content and design, marketing brochures and design, quality and regression testing of software applications; logo and video making and photo editing. * Develop content for business related information including optimization and graphics. * Conducting research and analysis on information related to company products and writing technical documentation for manuals and intranet knowledge base. * Maintaining social media updates in Facebook, twitter, blogs and wiki. |
| **Project Highlights** | * Maintained web help using Robohelp x5. * All deadlines and deliverables are met timely to all my clients. * Implemented social media presence for business development. * Capable of analyzing client’s requirements & new systems and delivering design solutions thereof. * Consistent delivery of precise, user-friendly documents right on time and within fixed budget. |

|  |  |
| --- | --- |
| **Company** | **PH Hydraulics, Singapore** |
| **Title** | Technical Writer |
| **Period** | Feb 2012 to Aug 2012 |
| **Team Size** | 3 |
| **Roles & Responsibilities** | * Preparing user guides, Instruction manuals on hydraulic winches system and software. * Worked in a deadline-driven production environment with QA team, Engineers and Project Leads. * Gathering business requirements and detailing them in a language understood by both Engineering and the business teams. * Used Adobe photoshop and Video editing software extensively to create marketing materials of the company products. * Co-ordinated with the advertising company and liaising fully to ensure the final ad in enhancing the selling features of the products. * Generate news and media content and monitoring company intranet. * Provide administrative support for the organization of events and meetings. * Maintain contact list of vendors and other external clients. |
| **Project Highlights** | * Proofread and edited e-learning training guides for employees, operation and maintenance (O & M) manuals, and online Electronic Technical Manuals. * Created Hard copy print books of company product functional and technical data using Microsoft and adobe authoring tools. Also, published 350 copies of this book which accompanied the product to the client end user by writing, editing, proofreading and publishing. * Designed technical diagrams, flowcharts, and system flows. * Pitched in and helped the team by playing the role of document controller while she was away due to an emergency. Liaised with external customers by sending the critical customer communication on time, learning the extensive DC software quickly. |

|  |  |
| --- | --- |
| **Company** | **Pteris Global Limited, Singapore** |
| **Title** | Senior Technical Writer/Engineer |
| **Period** | Oct 2010 to Jan 2012 |
| **Team Size** | 15 |
| **Roles & Responsibilities** | * Drafting user guides, technical manuals and safety instruction guides on airport conveyor software. * Creating brochures, leaflets and other marketing documents for the company by collaborating with engineering team to explore selling features of company product. * Conducting research and analysis on information related to company products and writing technical documentation for intranet knowledge base. * Lead writer for internal and external end-user software manuals, training guides and materials, installation guides, policies and procedures and online help. * Working on the contract agreements of the company for corporate communication department. * Collaborated document schedules with project managers, test teams, help desk teams, and Legal teams. * Created and edited articles to the company newsletters. * Captured Videos and edited video to create Product videos for clients and advertisement purpose using video editing software by coral. * Attending company important conferences held by department heads to prepare minutes of meeting, consolidating it and publish in the company intranet. * Update content on company intranet. * Help draft articles and presentation for external conferences for HOD. * Trained interns to use authoring tools and create user guides. |
| **Project Highlights** | * API documentation for Embedded software to be used inhouse. * Good knowledge on MS Word, FrameMaker 7.x, Robohelp, MS Visio, SnagIT and video editing software by coral. * Updating documents related to baggage handling systems, in-flight catering systems. * Crafted Project Documentation (Doha International Airport & Dubai) * Advising on the requirement of the AutoCAD drawings to engineers in relation to the technical guides, acquired a bit of auto cad knowledge in the process. * Saved division significantly by executing online distribution of PDFs instead of printing and delivering hard copy documents. * Hands on experience in video making and editing to prepare concise videos on Soflex and Triflex Projects for airport baggage handling systems which serves as engineer documentation. |

|  |  |
| --- | --- |
| **Company** | **Integratech Pte Ltd** |
| **Title** | Technical Writer |
| **Period** | Aug 2007 to Jul 2008 |
| **Team Size** | 4 |
| **Roles & Responsibilities** | * Drafting and developing user guides, training materials, Videos, Web content and Presentations. * Handling different outsourced projects to the company from clients. * Gap fit analysis for online help files using Robohelp & HTML. * Maintaining the existing documents on reports, release notes etc. * As part of a technical writing team, played the role of CS and solved technical issues through customer calls. * Edited Software manuals, technical bulletin, business use cases and reports. * Created and maintained company knowledge base based on new troubleshooting calls. * QA tested financial software products. |
| **Project Highlights** | * Created user guide on a new software product used inside Walton pte ltd (Client of Integratech Pte Ltd) , Singapore by co-ordinating with the business analyst. * Developed Online help for a Banking software application which is used in real-time using Robohelp X5 for Bank client, Singapore. |

|  |  |
| --- | --- |
| **Company** | **ISOFT R&D Pvt Ltd** |
| **Title** | Technical Writer |
| **Period** | Oct 2005 to Jun 2006 |
| **Team Size** | 28 |
| **Roles & Responsibilities** | * Creating user manuals, instruction manuals and Online help. * Developed online technical specifications for the software development team. * Synchronized documentation schedules with Graphic Artists, Software Programmers, Quality Testers, and Subject Matter Experts. * Edited and formatted technical reports in a fast-paced environment. * Gap fit analysis for Online help files using Robohelp and HTML. * Maintaining the existing documents on reports, user manuals and release notes. * Worked for QA team to test the software application before the product finalizing stage using Winrunner and Loadrunner. * Prepared test reports according to the requirement. |
| **Project Highlights** | * Developing user guides, release documents and solution documents for a health care product called Lorenzo, which is developed for NHS UK government. * Created the User Manual for a module in Lorenzo which is called CC (Clinical Correspondence). This deals with the communication in a health organization such as hospitals. For instance, developed for communication software purpose at Sing health (Singapore Health Services). |

|  |  |
| --- | --- |
| **Company** | **K9 Technologies** |
| **Title** | Technical Writer |
| **Period** | Apr 2005 to Oct 2005 |
| **Team Size** | 3 |
| **Roles & Responsibilities** | * Creating user manuals, training guides, Online help and presentations. * Deputed from K9 technologies to Polaris Software labs, Chennai and Airbee wireless Inc., USA at their Chennai office. * Developed web content for online Knowledge base after research and analysis of company products and services. * Co-ordinated with a fellow technical editor to research, plan, write, design, print and publish the banking software product manual. * Worked with the testing team to publish the online customer support interactive knowledge base. * Conduct training to interns on developing skills on writing, editing and understanding of tools such as Robohelp and other editing software. * Preserved software user manuals for existing clients. * Exposure to calibration testing like Data acquisition, Function generator etc. during my tenure at Airbee wireless Inc. |
| **Project Highlights** | * Developed user manual for the banking product **DIRECT** at Polaris which includes various modules for automating Internet Banking, SMS Banking, Funds transfer, Clearing, Debit Cards, Charges, signature verification, Product setting etc. * At Airbee wireless, been a part of creating user guides for embedded system software products. The development involves exciting new RF wireless communication networking technology based on IEEE 802.14.5 and ZigBee Alliance standards. * Worked for development of an online customer support application called Zsupport knowledge base. The application involves customer service through various methods like Knowledge base, FAQs, trouble tickets, Discussion Forums, Downloads etc. * Had an opportunity to troubleshoot and solve many customer live calls on technical issues using Zsupport Knowledge base. |

|  |  |
| --- | --- |
| **Company** | **Sutherland Global Services Pte Ltd** |
| **Title** | * Help Desk Engineer |
| **Period** | * Nov 2004 to Mar 2005 |
| **Team Size** | 30 |
| **Roles & Responsibilities** | * Provide front level contact and convey solutions to technical issues. * Appropriately escalate unresolved requests to the next level of support. * Track, direct and redirect problems to exact resources. * Update customer information and create activity reports. * Troubleshoot and instruct customers through problem solving process. * Follow up with customers, provide feedback and see technical issues resolved. * Preserving knowledge of help desk procedures, products and services. |
| **Project Highlights** | * Showed excellent customer service skills and exceeded expectations. * Ensured proper recording, documentation and closure of technical issues related to software. * Recommended procedure alterations and improvements to Antivirus Software Process. |

**\*\*\*\*\*\***